

## Compare our Packaged Solutions

	WORKS PREMIUM	WORKS PLUS	WORKS FLEX	SUPPORT PLUS	HELPDESK PLUS
Fixed cost contract	●	●	●	●	●
Contract includes the supply of all equipment and software	● <sup>1</sup>	✘	○	✘	✘
Installation Services	●	●	●	✘	✘
A professionally designed robust network infrastructure	●	●	●	○ <sup>2</sup>	✘
Basic network administration and management	●	●	○ <sup>3</sup>	○ <sup>3</sup>	○ <sup>3</sup>
Comprehensive network administration and management	●	●	○	○	○
Disaster recovery	●	●	○	✘	✘
User IT training	●	●	○	○	○
Unlimited IT consultancy	●	●	○	✘	✘
Project management	●	●	○	○	○
Third party supplier management	●	●	○	✘	✘
First line support for business specific applications	●	●	○	○	○
Asset management	●	●	○	✘	✘
User helpdesk support	●	●	●	●	●
Remote and on-site support	●	●	●	●	●
Comprehensive reporting	●	●	○	✘	✘
Statistical reporting	●	●	●	●	●
24 Hour Remote monitoring	●	●	○	✘	✘
Server software support	●	●	●	●	●
Desktop software support	●	●	●	●	●
Remote Devices / Remote Access	●	●	○	○	○
Hardware support	●	●	●	●	✘

- Standard
- Optional
- ✘ Not available

- <sup>1</sup> Re-utilisation of existing equipment will be considered where appropriate
- <sup>2</sup> Initial network stabilisation included
- <sup>3</sup> Limited support included

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